



COMPLEXITY

Our Best For You In Brunswick!



Volume 1, Issue 2
July 2006

HAPPY BIRTHDAY AMERICA – 2006

Officially, you are now 230 years young, and we proudly celebrate our independence and freedom! We have traveled a great distance from the status as British colonies, and eventually the Revolutionary War, to our modern day era of a powerful nation, a strong military, high technology, a global economy, inflation, complex national issues and politics, terrorism and our controversial role as the “policeman” of the world. Many wars and loss of life have occurred along America’s path to greatness. We will never forget those who have been victimized by wars, terrorism, human rights violations and world hatred (*or jealousy*). Annually, communities across America, with thousands of Americans paying tribute, remember and honor our veterans on patriotic holidays, especially the fallen and disabled. Independence Day has now passed for the year 2006. Hopefully, we celebrated not only freedom and our way of life, but also our remembrance and full support to our active military (*and their families*). In recent years, “In God We Trust” or what this nation stands for has been challenged, but rest assured, we stand stronger today and more united than ever before. No matter your opinion of the current war in Iraq, Americans must remain committed in believing in democracy and supporting the young men and women of our armed forces who go into harm’s way on our behalf when ordered to do so. Now with the passing of another birthday for America, be thankful they serve our country with honor, courage and commitment. Always remember the lessons of history, freedom is not free. **God bless the USA!**

Contributed by Fred Morris, Customer Service Rep/Central Services, Bldg “I” (Vietnam Veteran & Retired Captain of the North Myrtle Beach Police Dept)

CIGNA HealthCare Effective July 1, 2006, CIGNA HealthCare became the insurance provider for the County’s group health plan. Everyone covered effective July 1st should be loaded in the system at this time and each covered person in your family should have received their own card. If you have not received cards for yourself or covered family members, please contact Human Resources immediately. When you use your insurance, remember to give your doctor a copy of your new card. **REMEMBER:** There is not a network of doctors for the dental or vision coverage with the new CIGNA insurance. Therefore, the dental or vision provider you select may not file the claim for you and you may be required to pay upfront. A reimbursement of allowable charges, may be obtained by completing a CIGNA Medical or Dental Claim Form. Download these forms from www.mycigna.com or obtain a copy from HR. Phone numbers and claims information appears on the back of your card. **Pre-Authorizations** are required prior to certain services. Have your doctor obtain pre-authorizations for surgeries and medical test that requires pre-certs.

BCBSNC HIPAA Certificates AKA Credible Coverage Certificates

– All the covered members should be receiving at your homes a HIPAA Certificate of Credible Coverage. It shows an end date of June 30, 2006, which is correct as BCBS is no longer your claims administrator. It is common for the member to retain this form should they need to show proof of prior coverage to another health insurer sometime in the future.

2006-07 County Budget The Board of Commissioners adopted the 2006-07 County Budget Ordinance on June 19, 2006 at the tax rate at \$0.54 per one hundred dollar valuation. The Board also added fifty-eight new positions which brings the total to 908 positions. The Board of Commissioners also approved Merit Pay funding which will be available for our Performance Appraisal Program. Performance Appraisals will be held during the Fall. Merit Pay is effective on the first pay period in January. Supervisors will be notified of the date of upcoming training on the Performance Appraisal System which will be held in August.



“Our Best for You in Brunswick” is the name of the Brunswick County Quality Initiative Program. The program began in 2003 and was named by our very own **Gibby Wilson, Library Assistant** for the Southport Branch Library. *“Our Best for You in Brunswick”*, is still a vital component of how we do business in Brunswick County. The program includes a ten point guide to improvement that focuses on the improvement of goods and services, customer service, staff development, leadership, evaluation of the County’s procedures, empowering employees, and creating a seamless government where employees and departments work together toward obtaining the goals and objectives of the organization. A highlight of one of the ten points will appear in the newsletter each month to reinforce Brunswick County’s mission to improve. The topic for the August newsletter will be **-Continuous Improvement**.

Walking results on page 3!



Exceeding Customer Service Expectations!

During the months of April and May over 50 team members with direct customer service contact went through extensive customer service training. In the course, the team members were able to:

- ◆ Identify the components of customer service
- ◆ Identify the actions that your local government has taken to support great customer service
- ◆ Identify our customers
- ◆ Communicate effectively with our customers
- ◆ Deal with difficult or angry customers

Pictured to the right is Pauline Benton of Central Permitting and an "Exceeding Expectations" Customer Service Graduate. She received these flowers and the following letter from a very satisfied customer.

"Dear Pauline;

I am so sorry it has taken this long to say thank you. Gary and I appreciate the time you took to help us get the permit situation straightened out earlier this month. I know that you are bombarded daily with one issue after another but your kindness and patience with me over the phone helps to ease my anxiety about all of it. Just want to say THANK YOU !!"

Grace Sunstrom

Before You Retire

Retirement is a big step and requires a lot of thought and planning. Planning can begin as early as TODAY by participating in an employer sponsored supplemental retirement programs such as 401(k) or Deferred Compensation. Both of these programs may be payroll deducted from your payroll check and could provide quite a cushion when you retire. Experts say that retirement is expensive and estimate that you will need about 70 percent of your pre-retirement income – lower earners, 90 percent or more – to maintain your standard of living when you stop working. If retirement is in your near future remember to contact Human Resources at least 90 days prior to your planned retirement date to complete the necessary paperwork. By doing so you will ensure that your first retirement check will come to you on time.

RETIREEES-2006

JUNE—Henry Bryant– Public Utilities

JULY

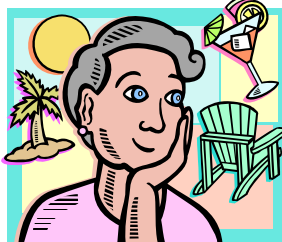
Laura Pope, Health Department
Ronnie Young, Tax Administration
Patricia Morton, Tax Administration

AUGUST

Regenia Hewitt, Tax Administration
Bonnie Keyes, Sheriff's Department

SEPTEMBER

Eddison Lewis Ward, Sheriff Department



Pauline Benton of Central Permitting enjoys flowers from an appreciative customer!

Kudos to the Team Members

- ⇒ **Anita Hartsell of Veteran's Services** has been selected as the Senior Veteran's Services Officer.
- ⇒ **Ann Bolen of the Health Department** was presented the Health Care Champion award at the Partnership for Children, State of the Young in June. This award is given to special people who work diligently on behalf of the interest of children in Brunswick County. She helps parents who qualify receive free or low cost health insurance for their children. She has signed up literally hundreds of children who would not receive health care without it. Great job, please let her know!
- ⇒ **Detective Marty Folding of the Sheriff's Department** received the Advanced Law Enforcement Certificate in June. This is the highest level of certification for a NC Sheriff's Deputy.
- ⇒ **Corporal Henry Williams of the Sheriff's Department** received the Officer of the Year for Brunswick County in May.
- ⇒ **Detective Vincent Saponaro, Jr. of the Sheriff's Department** will wed Bonnie Kirby on July 3rd.
- ⇒ **Gordon Scott Wells of the NWWTP**, received his Grade B– Surface Certification from the NC Water Treatment Facility Operators Board of Certification

Welcome to Our New Team Members-June

- ◆ Kenneth Perry– Tax Collections Office
- ◆ Nekesha Randolph– Board of Elections
- ◆ Maggie Sellers– Register of Deeds
- ◆ Tammy Spell– Housekeeping– went to full-time status
- ◆ Jason Stone– Sheriff's Department
- ◆ Jeremy Jernigan– Public Health

Play the Brunswick County Trivia Game!

The first one to turn in the correct answer to Ron Riggs HR either written or e-mail wins a free lunch!

In 1860 Brunswick County produced 6,775,286 pounds of this product which was 90% of the state's total. What was this product?



FIT FOR LIFE - 4,589 MILES WALKED !

July 2006

*Brunswick County Government— Our Best Health For You
In Brunswick... from the Wellness Committee!*

WELLNESS CHALLENGE 100 MILE WALKERS- 2006

JACKIE ROGERS- 182 MILES WALKED

Jackie has been with the County a total of 17 years. After teaching school in Clinton NC for 2 plus years and driving 45 miles each way, she realized that teaching was not her calling. Their loss was our blessing. She is an admin. support person for the Family and Children's Medicaid unit in the Department of Social Services. She was born in Lumberton, NC., but moved as a child to Southport where her family owned and operated a restaurant called *The Pines*. After she received some disappointing lab results in 2002, she opted for a healthier lifestyle. Jackie started a walking regimen that carried her 1,157 miles in 2002 and 1,326 miles in 2003. On an average she walks about 6-8 miles a day either in the warm sunshine or on a treadmill. Her test results now are very positive. She is no longer pre-diabetic and has dropped over 30 pounds. Her philosophy is: "If you don't enjoy walking, then find something healthy you do enjoy and reap the benefits!"



THADDEUS HILL- 170 MILES WALKED

Thaddeus has been employed with Brunswick County as a Water Treatment Operator for the last 13 years. He is a native of Southport, born and raised. He graduated from Livingstone College in Salisbury, NC with a degree in Health and Physical Education. He is married to Pam Hill and has a daughter and 2 very active sons.

He started walking seriously in March 2006 after being diagnosed with diabetes and high blood pressure. Most evenings he will walk 3-5 miles along with walks in the mornings and also at break time at the Northwest Water Treatment Plant. He also enjoys golf and carries a 19 handicap. Since he has started walking, his blood pressure has dropped to a normal range and he has lost 32 pounds. His diabetes is now regulated. Thaddeus's advice for all employees is to get into a good fitness program and try to get yourself physically fit.



VALLI EVANS- 125 MILES WALKED

Valli has been with the County for 22 years in the Department of Social Services. She is an Income Maintenance Worker III. She is very health oriented and walks everyday. She likes to live a healthy lifestyle and even lost a couple of pounds from the Challenge.



DON YOUSEY- HEALTH DEPARTMENT- 124.35 MILES WALKED

Don has been the Health Department Director for the last 9 years. He likes to live a healthy lifestyle, and has lost 42 pounds over the last year walking, playing tennis and eating healthy. His main goals for participating in the Walking Challenge were to set an example for his team members and beat Tom Bagby, Tax Administrator. He accomplished both goals!



MIKE CULPEPPER- TAX REVENUE- 120.5 MILES WALKED

Mike has been with the Tax Office as a Tax Specialist for 7 months. He loves the extra boost to his energy level that walking gives him and the main reason he walked so much was that he wanted to beat his boss, Tom Bagby. That's 2 that wanted to beat Tom!

TOM BAGBY- TAX ADMINISTRATION- 119 MILES WALKED

Tom has been with the County for five years. He was recently promoted to the Tax Administrator. He became involved in the County walking Challenge because walking provides a majority of his exercise now and he likes to support Employer/Employee Projects.



HIGH-DEDUCTIBLE HEALTH PLANS ARE LIKELY IN YOUR NEAR FUTURE...ADAPTED FROM ARTICLE IN DETROIT FREE PRESS!

"So you thought those \$20 doctor's office co-pays and your \$250 deductible threw you off budget fast. That was nothing.

Get ready for the world of consumer-directed health care, where you will pay \$1,050 to \$5,450 out of pocket before the insurance company pays anything.

Think you need to worry about it? Think it does not apply to you? Think again.

Many companies now offer high-deductible plans paired with Health Savings Accounts as an option to their workers"

How can Brunswick County Employees avoid having to change to this type of plan?

- ◇ Start living a healthier lifestyle... walk, exercise more, eat healthy
- ◇ Don't use the Emergency Room for non-emergent illnesses. Use any of the several Urgent Cares that are now open in the County
- ◇ Remember keeping a positive attitude toward life and your work will go a long way in helping you to achieve a healthy mental lifestyle!!
- ◇ From an Article in Detroit Free Press— Katie Merz

HOW DID OUR WALKING CHALLENGERS DO OVERALL?

We had 144 walkers to take the Walking Challenge in June. Our walkers traversed over 4,589 miles for the month. We are so please with the outcome of the walk and look forward to issuing this challenge again in the future. On Monday, July 10th, all walkers will be recognized in the Cafeteria at 10:00am for their efforts.

Southport Urgent Care Now Open

➤ We now have another medical provider available for on the job injuries and also for regular "quick" patient care. Southport Urgent Care is located at 1456 N. Howe Street, Suite 100 in Southport. No appointments are necessary. They are open 7 days a week. Monday-Friday 8am-8pm, Saturday 9 am– 5 pm and Sunday 1pm– 6pm. Their phone number is 454-8889. They are equipped to do physicals, lab tests, x-rays on-site, sudden illness, wound care, fractures, lacerations, burns and much more!



The Power of Blue

Blueberries are small, but mighty, a 1 cup serving is only 81 calories. Blueberries contain:

- ◆ Vitamin C
- ◆ Manganese
- ◆ Dietary Fiber
- ◆ Vitamin E

Blueberries also have great medicinal purposes. They have been found to neutralize free radical damage to the collagen matrix of cells and tissues that can lead to:

- ◆ Cataracts
- ◆ Glaucoma
- ◆ Varicose Veins
- ◆ Hemorrhoids
- ◆ Peptic ulcers
- ◆ Heart Disease
- ◆ Cancer



If all the blueberries grown in North America in one year were spread out over a single layer, they would cover a 4 lane highway stretching from NY to Chicago!

Adapted from Tops News—7/06

FOR MEN'S HEALTH ONLY-BE A GOOD DAD

Children benefit from time spent with their father. Most kids want a dad to be active in their lives, although it doesn't always happen. It can be because of long work hours, a break in the family, or even indifferences. It is sometimes difficult for fathers to verbalize love for their children, but there are many other ways dads can show they care. Men who have no children can always be a good uncle or Big Brother to kids they know.

- ◆ **Talk to your kids**—about your feelings ..and theirs
- ◆ **Spend time with your children**—you are the first and strongest male model in their life.
- ◆ **Comfort your kids**—when they are hurt, discouraged, or sad. Dads can provide a strong sense of security.
- ◆ **Have fun with your kids**—whatever their age there are age appropriate games and activities.
- ◆ **Help them with their homework**, chores or hobbies.
- ◆ **Go to school activities** and take an active part in your children's education.
- ◆ **Teach your values to your children** and be sure to set a good example.
- ◆ **Teach your kids to solve problems**, even when the problems seem difficult.
- ◆ **Don't push your children too hard**; let them be kids and pursue their own interest.
- ◆ **Be there when they need you.** Reprinted from Wellspring, Inc. 2006.

Helping A Smoker Quit: Do's and Don'ts

General Hints for Friends and Family

- ◇ Do respect that the quitter is in charge. This is their lifestyle change and their challenge, not yours.
- ◇ Do ask the person whether he/ she wants you to call or visit regularly to see how he /she is doing. Let the person know that is okay to call you whenever he/she needs to hear encouraging words.
- ◇ Do help the quitter get what he/she needs, such as hard candy to suck on, straws to chew on, fresh veggies to cut up and keep cold in the fridge.
- ◇ Do spend time doing things with the quitter to keep his/her mind off smoking—go to the movies or take a walk to get past a craving (or nicotine fit).
- ◇ Do help the quitter with a few chores, some child care, cooking—whatever will help lighten the stress of quitting.
- ◇ Do celebrate along the way. Quitting smoking is a BIG DEAL!
- ◇ Don't take the quitter's grumpiness personally during his/her nicotine withdrawal. The symptoms will pass in about 2 weeks.
- ◇ Don't offer advice... Just ask how you can help with the plan or program they are using.

If Your Smoker Relapses:

Research shows that most people try to quit smoking five to seven times before they are successful. Don't give up your efforts to encourage and support your loved one. If the person you care about fails to quit:

- ◇ Do praise him/her for trying to quit, and for whatever length of time (days, weeks or months) of not smoking.
- ◇ Do encourage him/her to try again.
- ◇ Do encourage him/her to learn from the attempt. Things a person learns from a failed attempt to quit may help him/her be successful in a future attempt.

If you are a smoker:

- ◇ Do smoke outside and always away from the quitter.
- ◇ Do keep your cigarettes and matches out of sight. They might be triggers to smoke.
- ◇ Don't ever offer the quitter a smoke, even in jest!
- ◇ Do make an effort to quit. It's better for your health and might be easier to do with someone else that is trying to quit!

Article from American Cancer Society

CAMP WELLNESS

August 28 till September 1

Five days of wellness

Take a break and go to camp!!!

Watch for more details